Xe-thon Solution Document

Team Robusto

Team Leader Contact

Name :   Vedansh Kumar

Contact No. :   6280 431 467

Email :   vedansh21.2000@gmail.com

Team Member

Vedansh

Vedansh is a final year student studying in SRM University. He is proficient at Game Development , cloud computing and databases. He is having previous hackathon experiences and now he is working towards the enhancement of his skills.

Sheetal Gupta

Sheetal is a final year student studying in SRM University. Besides holding an excellent academic record she is carrying many internships experience in the domain of AI. She is proficient in Machine Learning, Deep Learning, Designing and Business Analysis.

Jai Sanghi

Jai Sangai is a final year student studying in SRM University. He is the founder of the coding club in SRM university and has also contributed to major events. He is proficient in software development and web development.

Siddharth Tewani

Siddharth is a final year student studying in SRM University. He is proficient in machine learning , deep learning and web development. He holds a good academic record and has an ample amount of internships experience.

Chosen Problem Statement

Develop an Issue Raising System (chat bot) for Academia which supports raising the ticket for any kind issue faced by a student, faculty or a working professional enrolled with a course with Xebia Academy. The issue should be selective from the set of different categories. The Issue/ problem is to be Assigned with the Xebia Personnel who will attend to the issue within a specified period of time accustomed to a ticket tracking system and closing the ticket once the issue has been resolved with a feedback loop. The App should be able to take raising requests with voice enablement as well. App should be credential based and should be able to handle large database

Abstract

Objective : To provide an easy process of issue tracking and issue solving for the users with a much user friendly interface.

Working : The user(students) whenever will face any issue while using the xebia academy they will be able to raise that issue using the portal , The query of the user will be directed to the admin and the admin will decide whether the query can be solved with the Frequently asked Questions or not. If the query can not be answered using the chatbot then the admin can allot that query to the staff person who is handling the issues of the students. Staff person will be provided with a timeline and a priority to solve that particular issue , he will also be asked to provide regular updates to the admin which will be reflected to both admin and the user. Once the user query is solved he can provide the satisfaction feedback else he can requery the same issue. This whole process will be tracked by the admin.

Outcome : This Application will enable the smooth communication between the student and the staff in the supervision of the admin.

Link to Github Repository

https://github.com/IcHiGo-KuRoSaKiI/Xethon-Robosuto-Frontend

https://github.com/IcHiGo-KuRoSaKiI/Xethon-Robusto-SRM

Development Tools Used

UI/UX Designing

Adobe Xd and Canva

Frontend Development

HTML5,CSS3,React JS

Backend Development

Strapi, MongoDB

Chatbot

IBM Watson

Libraries Used

React js base libraries

Bootstrap